



LEROY D. BACA, SHERIFF

County of Los Angeles
Sheriff's Department Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754-2169
A Tradition of Service



August 16, 2011

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

31 August 16, 2011

Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

REVISED

**APPROVAL TO AMEND AGREEMENT NUMBER 74666
WITH SYSCON JUSTICE SYSTEMS CANADA LIMITED AND SYSCON JUSTICE
SYSTEMS, INCORPORATED TO CONTINUE THE IMPLEMENTATION OF
PHASE 2/STAGE 1 AND CONTINUE MAINTENANCE OF THE
JAIL INFORMATION MANAGEMENT SYSTEM
(ALL DISTRICTS) (3 VOTES)**

**CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ()
DISAPPROVE ()**

SUBJECT

Request Board approval to authorize the Sheriff to execute Amendment Number Three (Amendment) to Agreement Number 74666 (Agreement) with Syscon Justice Systems Canada Limited (Syscon Canada) and Syscon Justice Systems, Incorporated (Syscon US). The Amendment will execute the first optional one-year extension period to allow for the completion of the implementation of Phase 2/Stage 1 of the Jail Information Management System (JIMS), to allow for continued maintenance and support of JIMS, and to make associated changes to certain exhibits and schedules.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Delegate authority to the Sheriff to prepare and execute the Amendment to the Agreement with Syscon Canada and Syscon US (the Contractor) for JIMS, subject to review by the Chief Information Office (CIO) and approval as to form by County Counsel. The Amendment will execute the first optional one-year extension period to allow for the completion of the implementation of Phase 2/Stage 1 of JIMS, provide for continued maintenance and support of JIMS, and make associated

changes to certain exhibits and schedules to the Agreement. There will be no change to the maximum contract sum under the Agreement.

2. Delegate authority to the Sheriff to execute further amendments to the Agreement, execute the remaining two optional one-year extension periods, provided the Los Angeles County Sheriff's Department (Department) has identified sufficient funding is available, and/or to add or update standard Los Angeles County (County) contract provisions adopted by your Board during the term of the Agreement, in each case, subject to review by the CIO and approval as to form by County Counsel.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Approval of the first recommended action will allow the Contractor to continue with the implementation of Phase 2/Stage 1 of JIMS, as well as to continue maintaining and supporting JIMS.

There were several causative factors for the project delay and schedule slippage, which were the responsibility of the Department. The following contributed to the unanticipated delays: technical complexities, impact to user community, redirecting of project staff members, inability to fill key vacancies, retirements, Cadre of Administrative Reserve Personnel responsibilities, procurement restrictions, and other competing priorities. The project is expected to have completed all deliverables by February 2012.

This is a continuation of the Department's long-term strategic plan for its Custody Operations Division (Custody) to automate inefficient manual processes, replace the antiquated Automated Jail Information System mainframe application, integrate several stand-alone systems, provide better data for inmate-specific decision-making, and enhance service delivery throughout Custody. Implementation of Phase 2/Stage 1 of JIMS includes implementation of a critical interface with the courts and of functionality to facilitate compliance with inmate rights as specified in Title 15 of the California Code of Regulations.

With implementation of each stage of JIMS, the Department gains new efficiencies and improvements in the processing and management of the jail population. This incremental approach to JIMS implementation allows the Department to realize benefits for priority functional areas when implemented throughout the life of the project based upon available funding.

As further detailed in the Fiscal Impact/Financing section of this letter, the Department is reallocating money already included in the Agreement to pay for work to be performed during the first optional extension period, by reallocating unused amounts through, among other things, elimination of certain tasks to be performed during Phase 2/ Stage 1. Approval of the first recommended action will therefore make changes to exhibits and schedules to the Agreement to reflect this reallocation.

Approval of the second recommended action will allow the Department to execute further amendments to the Agreement to execute the remaining two optional one-year extension periods, provided the Department has identified sufficient funding is available, and/or to add or update standard County contract provisions adopted by your Board during the term of the Agreement, in each case, subject to review by the CIO and approval as to form by County Counsel.

Implementation of Strategic Plan Goals

The recommended actions support the County's Strategic Plan, Goal 1, Operational Effectiveness; and Goal 5, Public Safety, by ensuring that service delivery systems are efficient, effective and goal-oriented, by enabling the Department to accurately, efficiently and effectively track and process inmates through the jails, and foster collaboration between the County and other law enforcement and justice-related agencies.

FISCAL IMPACT/FINANCING

The Amendment will not require an increase in the maximum contract sum under the Agreement, as the Department is reallocating amounts already included in the Agreement to pay for all work to be performed during the first optional extension period. The reallocated funds are as follows: elimination of the Pay-For-Stay module in the amount of \$117,000; removal of software licensing fees for the Community Service and Community Event components in the amount of \$95,593.50 ~~\$136,562.50~~ (software licensing fees will not be required for implementation of the Case Management module); reduction in maintenance and support fees in year two resulting from delayed implementation of Phase 2/Stage 1 software in the amount of \$67,300; and reduction in available Phase 2/ Stage 1 pool dollars in the amount of ~~\$141,909.50~~ ~~\$100,940.50~~ (from \$662,545 to \$520,635.50 ~~\$561,604.50~~). The total amount of \$421,803 will be reallocated as follows: \$256,678 to maintenance and support services during the first optional extension period and \$165,125 to additional project management services associated with completing implementation of Phase 2/Stage 1.

The Department has sufficient funding within the Inmate Welfare Fund for the duration of the first extension period. The Department will have to identify funding in the applicable budgets prior to executing an amendment for either of the two remaining optional one-year extension periods.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The Agreement was originally entered into by and between the County and Syscon Justice Systems Limited (predecessor to Syscon Canada) effective December 2, 2003, as a Sole Source Agreement. Also, that same date, the Department advised your Board that the Department developed a three-phased implementation plan for JIMS to enhance and integrate various Custody antiquated stand-alone systems. The Agreement, as originally approved by the Board, provided for implementation of Phase 1 of JIMS. The County accepted all modules included in Phase 1 of JIMS on May 23, 2008, except for modules the parties agreed would be moved to later phases. Phase 1 of this project has been successfully implemented.

On February 3, 2009, your Board approved Amendment Number One to the Agreement, which reflected the internal reorganization of Syscon Justice Systems Limited into Syscon Canada, elected the option to extend the term of the Agreement to provide for continued maintenance and support of JIMS, and increased the maximum contract sum under the Agreement to include funds for the continued maintenance and support. At that time, the Department also advised the Board that Phase 2 and Phase 3 of JIMS would be consolidated into a single Phase 2 implementation with multiple stages.

On August 18, 2009, your Board approved Amendment Number Two to the Agreement, which moved the implementation of certain work from Phase 1 of JIMS to later phases; to acquire additional software and services for Phase2/Stage1 of JIMS; and to extend the term.

Following approval of Amendment Number Two, the Department conducted an analysis of the current legislation to collect compensation for certain sentenced inmates for their jail stay, it was determined that individual inmate financial capacity to pay has to be determined and a court order obtained on a case-by-case basis and cannot be accomplished in a cost-effective manner. Therefore, the Department determined to remove the Pay-for-Stay module from the JIMS project. The Amendment will reallocate amounts previously allocated to implementation of the Pay-for-Stay module, to work to be performed during the first optional extension period.

Additionally, early in the implementation process for Phase 2/Stage 1 software, the Department determined it did not need the functionality provided by the Community Service and Community Events components of the Case Management module. The Department therefore decided to eliminate those licenses from the JIMS project. The Amendment will additionally reallocate amounts previously allocated to implementation of these licenses, to work to be performed during the first optional extension period.

As noted above, the Department and the Contractor experienced an unanticipated delay in the implementation of the Phase 2/Stage 1 software, and therefore require additional time to complete such implementation. The Contractor has agreed to provide the additional project management services required to complete such implementation at a reduced 50 percent rate during the first optional extension period. The Amendment includes these additional project management services.

Amendment Number Two included the associated maintenance and support fees for each of the three optional one-year extension periods (referred to as "Option Years") for the maintenance and support of Phase 2/Stage 1 software. The maintenance and support fees identified in Amendment Number Two for the Option Years are as follows: Option Year 1 fees are \$405,924; Option Year 2 fees are \$426,221; and Option Year 3 fees are \$447,532. The Amendment will include the maintenance and support fees for Option Year 1, which will be reduced from \$405,924 to \$256,678. The reduction of the maintenance and support fees for Option Year 1 are due to the delayed implementation and reduction in scope of Phase 2/Stage 1 software; therefore full maintenance fees will not begin until system acceptance for the Phase 2/Stage 1 has been achieved.

CONTRACTING PROCESS

During Fiscal Year 2001-02, the Department sought commercial off-the-shelf software solutions to update the Department's inmate management system. The Department and County's Internal Services Department conducted a detailed evaluation of the five vendors who responded, their products, and associated costs. Syscon Justice Systems Limited was the only vendor that offered a totally web-based product as well as meeting other technical and functional requirements.

The Agreement was entered into on a sole source basis to implement Phase 1, as well as to consolidate the prior purchases described above.

The CIO recommends approval of this action (CIO Analysis attached). The Department will not enter into the Amendment until it has been reviewed by the CIO and approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of these actions will ensure the continued operation of JIMS to enable Custody to perform legally mandated responsibilities more efficiently, accurately, and expeditiously.

CONCLUSION

Upon approval by your Board, please return two adopted copies of this Board letter to the Department's Contracts Unit.

Sincerely,



LEROY D. BACA

Sheriff

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Enclosures

CIO ANALYSIS

APPROVAL TO EXECUTE AMENDMENT NUMBER THREE TO AGREEMENT NUMBER 74666 WITH SYSCON JUSTICE SYSTEM CANADA LTD. AND SYSCON JUSTICE SYSTEMS, INC. TO CONTINUE THE IMPLEMENTATION OF PHASE 2/STAGE 1 AND MAINTENANCE OF THE JAIL INFORMATION MANAGEMENT SYSTEM (JIMS)

CIO RECOMMENDATION: ☒ **APPROVE** ☐ **APPROVE WITH MODIFICATION**
☐ **DISAPPROVE**

Contract Type:

☐ **New Contract** ☒ **Contract Amendment** ☐ **Contract Extension**
☐ **Sole Source Contract** ☐ **Hardware Acquisition** ☐ **Other**

New/Revised Contract Term: **Base Term:** 9 Yrs

of Options Three 1-yr
terms

Contract Components:

☐ **Software** ☐ **Hardware** ☐ **Telecommunications**
☒ **Professional Services**

Project Executive Sponsor: Chief Alexander R. Yim

Budget Information :

Y-T-D Contract Expenditures	\$ 5,599,985
Requested Contract Amount	\$ 0
Aggregate Contract Amount	\$ 5,599,985

Project Background:

Yes	No	Question
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project legislatively mandated?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project subvented? If yes, what percentage is offset? JIMS is 100% offset by the Inmate Welfare Fund.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved.

Strategic Alignment:

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan? The services provided under this Amendment will assist the Sheriff's Department in maintaining the modules implemented in JIMS Phase I in support of the County's Strategic Goal 1 – Operational Effectiveness and Goal 5 – Public Safety.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan? This project was identified in the Sheriff's FY 2011-12 Business Automation Plan.

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project's technology solution comply with County of Los Angeles IT Directions Document? JIMS complies with the IT Directions document by utilizing web-based enterprise solutions to meet department needs.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles IT Standards? JIMS utilizes web-based technologies with an underlying Oracle database.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

Project/Contract Description:

Amendment Three requests Board authorization for the Sheriff's Department (Department) to:

- Execute the first optional one-year extension for continued maintenance and support of JIMS, and additional project management services, as a result of unanticipated schedule delays; and
- Seek delegated authority to execute future Amendments to execute remaining two optional one-year extensions and to accommodate County contract provisions, subject to CIO review and approval as to form by County Counsel.

The overall Contract amount of \$ 5,599,985 will remain unchanged by the Amendment due to:

- Reallocation of project funds resulting from the elimination of a deliverable (Pay-for-Stay module) and licensing fees that are no longer needed (Community Service and Event);
- Reduction in Year 2 maintenance and support fees; and
- Use of approved contingency funds.

Background:

The Board approved Amendment Two to Agreement 74666 on August 18, 2009 to implement JIMS Phase 2/Stage 1. During the implementation of Phase 2/Stage 1, the Department determined certain system functionality was not required. This included:

- A Pay-for-Stay Module that supports the recovering of costs from inmate for jail stays. The Department's analysis of current legislation determined that a court order would be required on a case-by-case basis for this type of cost recovery, and deployment of a JIMS Pay-for-Stay module would not be cost-effective. This project deliverable was priced at \$117,000.
- Community Service and Community components of the Case Management Module. The licensing costs for these components were priced at \$95,593.50.

Under this proposed Amendment, the Department is requesting to reallocate these contract funds as well as other contract funds, which total \$421,803, to pay for maintenance and support services and project management services under the optional extension period.

Project Justification/Benefits:

This Amendment will provide for continued implementation of JIMS Phase 2/Stage 1 and execution of the first one-year extension option for continued support and maintenance. JIMS is a high-priority multi-phase project at the Sheriff's Custody Division to replace its legacy system Automated Jail Information System (AJIS).

Project Metrics:

The Amendment will reflect the elimination of the Pay-for-Stay module and the licensing costs for the Community Service and Community Event components of the Case Management module, as well as the reduction in maintenance support costs and pool dollars.

Impact on Service Delivery or Department Operations, if Proposal is Not Approved:

The approval of this Amendment is required to support the Department's plan to replace its legacy AJIS application.

Alternatives Considered:

None.

Project Risks:

There is moderate risk to the project due to:

- A six-month project delay caused by availability of Department's resources and the system technical issues encountered during JIMS Phase 2/Stage 1.
- Only two deliverables (Visit Management and Phase 1 enhancements) out of a total of 10 deliverables defined for JIMS Phase 2/Stage 1 have been completed and approved. Acceptance of remaining modules is pending successful migration to the Oracle 10g database management software.
- The Department is still finalizing the Amendment with the vendor leaving a short period of time to execute the Amendment before the current agreement expires on August 17, 2011.

The Chief Information Security Officer (CISO) has reviewed the Amendment and did not identify any security risks or issues.

Risk Mitigation Measures:

The Department's JIMS Project Team has identified a target completion date for the remaining JIMS Phase 2/Stage 1 deliverables by January 15, 2012 and a 15% payment holdback until

Final System Acceptance remains unchanged. The project also has \$561,604 pool dollars remaining.

Financial Analysis:

Amendment Three will not impact the Agreements maximum contract sum of \$5,599,985. It proposes to reallocate \$421,803 contract funds approved for JIMS Phase 2/Stage 1 (see table below) to pay for JIMS maintenance and support services in the amount of \$256,678 under the first one-year extension option and additional project management services totaling \$165,125 to complete the implementation of Phase 2/Stage 1.

Elimination Pay-for-Stay Module Deliverable	\$ 117,000.00
Removal of Community Service and Community Event licensing fees	\$ 95,593.50
Reduction of Year 2 support and maintenance fees	\$ 67,300.00
Reduction in pool dollars	\$ 141,909.50
Total	\$ 421,803.00

The Department represents that the Agreement is fully funded by Inmate Welfare Fund.

CIO Concerns:

None.

CIO Recommendations:

My Office supports this action and recommends approval by the Board.

CIO APPROVAL

Date Received: July 21, 2011

Prepared by: Peter Loo

Date: July 25, 2011

Approved: 

Date: 8/15/2011